



SPE Virtual Artificial Lift Conference and Exhibition—Americas Frequently Asked Questions (FAQs)

Sessions will go live in Central Standard Time (UTC - 6:00).
Access to the virtual platform is available until 12 December 2020

Accessing the Conference

How do I access the event?

The event will be hosted on the **Virtual Event Place** platform. Please go to www.virtualeventplace.com/spe-artificial-lift-2020. Once you land on this page you will be required to log in.

If this is your first time logging in, use the following credentials:

Your Email: {variable field}

Password: {one-time password}

This is sent to you by email upon completion of your registration. Once you log in to the platform for the first time, you will be prompted to update your password.

This will be the way that you log into the event. Please save your registrant information where it is easily accessible to you.

*Tip: Select the **Keep Me Logged In** so it's easier to access the show next time.*

I have lost my credentials. What should I do?

Please email the SPE registration team at registration@spe.org to request a copy of your credentials and proceedings code.

I cannot see the login windows to enter my email and credentials.

The show platform will work on all current browsers but works best in Firefox. Please change your browser then try to log into the platform, again.

I registered last night, but I have not received my credentials to access the conference.

To check on the status of your credentials or if you have questions, please email registration@spe.org or call 972-952-9393, option 5.

Setting Up Your Profile

How do I update my profile?

To ensure that your profile is complete and accurate, simply select **Update My Profile** from the drop-down menu under your photo icon in the upper right corner. Be sure to click **Save** at the bottom of the screen. You can view your changes by clicking on **My Profile** at the top of your screen on the right-hand side.

IMPORTANT: Please DO NOT update your email address. This is how you authenticate yourself to login for the event. If you change this field, it may cause login issues in the future.

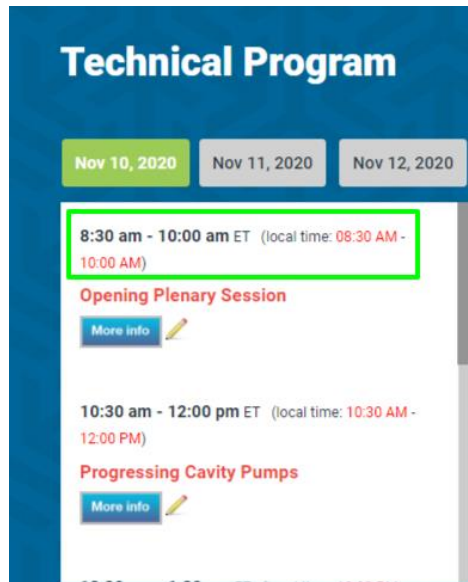
How can I save my photo to my profile?

Choose your profile icon, upload a photo, and remember to press **Submit**.

The image is a composite of two screenshots from the Virtual platform. The top screenshot shows the main navigation bar with the 'My Profile' link highlighted by a green box and a green arrow pointing to it. Below the navigation bar is a banner for the 'SPE Virtual Artificial Lift Conference and Exhibition—Americas' with various event sections like 'Welcome to the Lobby', 'Networking Lounge', 'Technical Program', and 'Industry Expo'. The bottom screenshot shows the 'My profile / My Image' page. The 'My Image' tab is selected and highlighted with a green box. Below the 'Current View' section, there are four placeholder icons for profile pictures. A red 'Delete' button is visible below the icons. The 'Upload' section is at the bottom, with a green arrow pointing to the 'Choose File' button. The 'Choose File' button is highlighted with a green box. Below the 'Choose File' button is an 'Upload' button. The text 'Please try: *.gif, *.jpg or *.png. Best image format 3:4, 120x160 px.' is displayed above the buttons.

The conference calendar and Q&A technical sections hours do not match.

The platform is currently set to Eastern Standard Time (EST), (UTC -5) as the main format. The system will automatically show your local time next to the EST listing. Your local time will appear in parenthesis and red text.



Accessing the Content

I cannot see the *Webcast* button for the sessions.

The show platform will work on all current browsers but works best in Firefox. Please change your browser then try to log into the platform, again.

I get a message to “...contact technical support for assistance.”

Verify that you have the pop-ups and the firewall disabled.

If you have any questions, the **Virtual Event Place** has an online support chat tool managed by representatives that can help you during show hours, or 0900–1700 EST during non-show hours. You can access this by clicking on the blue **Need Help?** bar at the bottom right-hand side of your screen.

On my home screen, when I click on *Technical Sessions*, I see a message saying that the pop-up window is blocked.

We recommend downloading Firefox to access this platform. You may have to disable your pop-up blocker and/or your firewall to see the platform content.

Contacting Someone or Accessing Their Contact Information

How do I contact a presenter?

If you are viewing a technical paper presentation, and the author is currently manning their poster, you will see their name listed in the chat feature. If they are not available select **Leave a business card** to send a direct message to the author.

If you and the author are connected at the same time, you can also visit the **Lounge** to start a chat conversation with the author.

How do I contact an attendee?

You can search for someone's profile information with the search feature at the top of the lobby. Or you can see if they are online in the Lounge. You can message them from there.

How do I look for attendees in the Lounge?

You can search for a specific person by clicking on the magnifying glass at the top right of the platform. You will be able to see all attendees who are connected at the same time as you.

Where do you keep speaker bios?

Speaker information is listed in their profile. You can search for someone's profile information with the search feature at the top of the lobby.

Questions about the Content

How can I download all the conference proceedings?

Please check the email from no_reply@specommunications.org for your credentials. If you are unable to find the email, please email registration@spe.org for assistance. If you register after **3 November**, your credentials will come from registration@spe.org.

The email contains your credentials and password to begin your virtual conference experience. Additionally, it has your proceedings code. Please reference this email to download the papers.

To activate your perpetual access to the papers from the conference:

1. Visit www.onepetro.org
2. Login or Register
3. Click **Account Details** under the **My Account** drop down
4. Click **Redeem Code** under the **Access Code** heading
5. Enter your access code in the email and click **Activate**

Access codes can only be redeemed once. All papers for the conference will now show **Get PDF** any time you are logged in. For a complete listing of the papers available, visit the conference pages at the following links: www.onepetro.org/conferences/SPE/20ALCE. Released presentation will also be available in OnePetro® within 30 days after the end of the live conference.

Is there a place where I can download the content of the sessions?

No, not within the platform. But the content will be available for you to access on the virtual platform until 12 December.

Released presentations will be available for download in OnePetro® within 30 days after the end of the live conference. All recordings will also be available in OnePetro® after 12 December.

Is there live translation?

The audio is only in English.

Location of Key Areas in the Conference

The Lobby

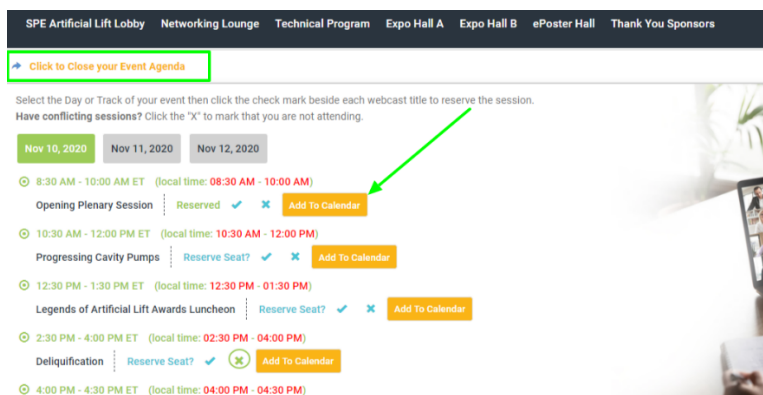
I successfully logged into the conference and I am in the conference lobby. What next?

You can access:

- Lobby
- Technical Sessions and their associated Q&A sessions
- ePosters
- Exhibition
- Networking Lounge

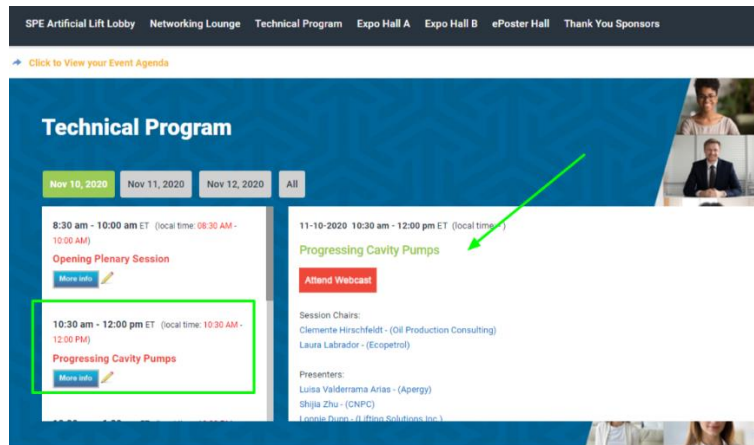
The Technical Sessions

Here you can access the technical sessions and their associated Q&A sessions. To add a session to your calendar, click **View My Event Agenda**, then click **Add to Calendar**.



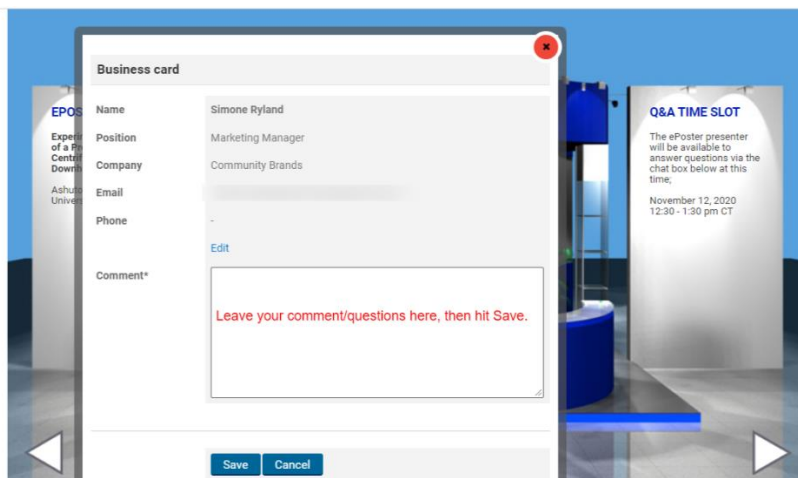
To attend the live session, select the name from the left-hand menu, then hit **Attend Webcast** on the right-hand menu. This will open a new window in your browser and take you into a zoom webinar room.

**Note: All sessions archives will be available for on demand viewing 48 hours after the listed time.*



The ePosters

Go to the knowledge sharing ePosters located in the lobby on the navigation bar to watch the presentations. The best way to contact an author of an ePoster, is by selecting **Leave a Business Card**.



The Exhibition

Access to the exhibition is found at the top of the lobby screen from the navigation bar or the **Industry Expo** button.

You can browse the exhibitors' materials by selecting the material you would like to view.

To contact an exhibitor, select **Leave a Business Card**.

A screenshot of a "Business card" form overlay on the exhibition booth. The form has a title bar with a close button. It contains fields for Name, Position, Company, Email, and Phone, with "Simone Ryland", "Marketing Manager", "Community Brands", and "-" respectively. There is an "Edit" link below the phone field. A "Comment*" section has a text area with the placeholder "Leave your message here, then hit Save." At the bottom are "Save" and "Cancel" buttons. The background shows the exhibition booth.

Exhibitor Questions

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*Tip: Select the **Keep Me Logged In** so it's easier to access the show next time. If you have issues logging in, contact Lori Duke at lduke@spe.org.*

**Is it possible that you send me statistics on visitors during the 30 days after the conference?
Can you tell me if someone has downloaded any resources, views for the video, if somebody has downloaded my business card, etc.?**

Please email SPE Exhibits Administrator Lori Duke at lduke@spe.org.

Length of Access to the Conference

How long will the recordings of the technical sessions and attendees' list be available after the conference?

You will have access to all the content of the platform until 12 December.
You can access the **Attendee List** from the lobby.

Are all the sessions being recorded for us to access later?

Yes, they are. You will have access to the platform and all the content until 12 December.
For any other questions, please contact registration@spe.org.